

CITIZEN SERVICES SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Citizen Services Specialist exists to provide services to the public by responding to a wide variety of customer service issues in the Citizen and Neighborhood Resources Department. This classification does not supervise. Work is performed under general supervision by the Neighborhood Resource Center Manager.

ESSENTIAL FUNCTIONS

Performs a wide variety of complex customer service work involving requests for information, problem analysis, complaint resolution, cash handling and reconciliation, and the general delivery and explanation of City services to both internal and external customers through the "Citizen Service Center."

Explores creative solutions and alternatives in solving citizen problems.

Listens and responds to complicated and sensitive citizen inquiries and complaints; interacts with customers who may be hostile or confused.

Provides callers and visitors with immediate assistance regarding questions, problems and concerns. Facilitates resolution of issues involving multiple City departments and takes responsibility for completing service requests.

Explains citywide ordinances, policies, and operating procedures by interpreting policy relevant to any City work unit. Conducts appropriate research and responds to customers in a timely manner.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

City of Scottsdale departments, functions, processes, policies and procedures; and

Microsoft Office software

Ability to:

Operate a variety of standard office equipment that require continuous and repetitive eye, hand and arm movements;

Input qualitative data into a computerized citizen inquiry tracking system;

Prepare a variety of memos, letters, and reports for employees, management and the general public;

Clearly and articulately comprehend and make inferences from written materials;

Listen and communicate effectively, both orally and in writing;

Work independently in the absence of supervision;

Read maps and plats;

Type data entry at a speed necessary for successful job performance;

Perform some light lifting of up to 15 lbs of merchandise and materials such as brochures and handouts;

Establishes and maintains cooperative working relationships with all City staff, volunteers, citizens, appointed and elected officials, the business community and the general public; and

Maintain regular and consistent attendance.

Education & Experience

Any combination of education and experience equivalent to three years of recent direct customer service or public relations experience. Demonstrated experience in providing superior customer service to both internal and external clients.

FLSA Status: Non-exempt

HR Ordinance Status: Classified